

CLAIMS

What is claimed is:

1. A method for submitting a bug report, the method comprising:
requesting a bug submission service from a first support host using a Support Interface Module for communicating with said first support host, said bug submission service having a list of data to be collected and a second support host return address, said first support host having a support services resource;
receiving said requested bug submission service from said first support host using said Support Interface Module;
collecting data based on said list of data to be collected; and
sending said collected data to said second support host return address using said Support Interface Module.
2. The method according to claim 1 wherein said support services resource further comprises a directory of support host addresses.
3. The method according to claim 1 wherein said second support host return address comprises said first support host address.
4. The method according to claim 1 wherein said requesting, said receiving and said sending further comprises:
receiving said bug submission service request by the support interface module;

establishing overall control of said bug submission service request process;
generating at least one session for said bug submission service request;
initializing communication control of said bug submission service request process;
generating at least one transport for the at least one session; and
transmitting and/or receiving data via the at least one transport.

5. A bug submission module comprising:

a receiver for receiving a bug submission service using a Support Interface Module for communicating with a first support host, said bug submission service having a list of data to be collected and a second support host return address, said first support host having a support services resource;

a collector coupled to said receiver for collecting data based on said list of data to be collected; and

a sender coupled to said collector for sending said collected data to said second support host return address using said Support Interface Module.

6. The bug submission module according to claim 5 wherein said support services resource further comprises a directory of support host addresses.

7. The bug submission module according to claim 5 wherein said second support host return address comprises said first support host address.

8. The bug submission module according to claim 5 wherein said Support Interface Module further comprises:

a session handler for receiving a user request from a bug submission module and for controlling the activities of said Support Interface Module;

at least one session generated by the session handler for processing said user request;

a transport handler initialized by said at least one session for managing communications with said first support host; and

at least one transport generated by said transport handler for communication of said at least one session with said support services resource.

9. A host system comprising:

a Support Interface Module for communicating the host system with a first support host having a support services resource; and

an application having a bug submission module, said bug submitter module including:

a receiver for receiving a bug submission service using said Support Interface Module, said bug submission service having a list of data to be collected and a second support host return address;

a collector coupled to said receiver for collecting data based on said list of data to be collected; and

a sender coupled to said collector for sending said collected data to said second support host return address using said Support Interface Module.

10. The bug submission module according to claim 9 wherein said support services resource further comprises a directory of support host addresses.

11. The bug submission module according to claim 9 wherein said second support host address comprises said first support host return address.

12. The bug submission module according to claim 9 wherein said Support Interface Module further comprises:

a session handler for receiving a user request from a bug submission module and for controlling the activities of said Support Interface Module;

at least one session generated by the session handler for processing said user request;

a transport handler initialized by said at least one session for managing communications with said first support host; and

at least one transport generated by said transport handler for communication of said at least one session with said support services resource.

13. A bug submission module comprising:

means for requesting a bug submission service from a first support host using a Support Interface Module for communicating with said first support host, said bug submission service having a list of data to be collected and a second support host return address, said first support host having a support services resource;

means for receiving said requested bug submission service from said first support host using said Support Interface Module;

means for collecting data based on said list of data to be collected; and

means for sending said collected data to said second support host return address using said Support Interface Module.

14. The bug submission module according to claim 13 wherein said support services resource further comprises a directory of support host addresses.

15. The bug submission module according to claim 13 wherein said second support host return address comprises said first support host address.

16. The bug submission module according to claim 13 wherein said means for requesting, said means for receiving, and said means for sending further comprise:

means for receiving said bug submission service request by the support interface module;

means for establishing overall control of said bug submission service request process;

means for generating at least one session for said bug submission service request;

means for initializing communication control of said bug submission service request process;

means for generating at least one transport for the at least one session; and

means for transmitting and/or receiving data via the at least one transport.

17. A program device readable by a machine, tangibly embodying a program of instructions readable by the machine to perform a method for submitting a bug report to a support host, the method comprising:

requesting a bug submission service from a first support host using a Support Interface Module for communicating with said first support host, said bug submission service having a list of data to be collected and a second support host return address, said first support host having a support services resource;

receiving said requested bug submission service from said first support host using said Support Interface Module;

collecting data based on said list of data to be collected; and

sending said collected data to said second support host return address using said Support Interface Module.

18. The program device according to claim 17 wherein said support services resource further comprises a directory of support host addresses.

19. The program device according to claim 17 wherein said second support host return address comprises said first support host address.

20. The program device according to claim 17 wherein said requesting, said receiving and said sending further comprises:

receiving said bug submission service request by the support interface module;

establishing overall control of said bug submission service request process;

generating at least one session for said bug submission service request;

initializing communication control of said bug submission service request process;

generating at least one transport for the at least one session; and

transmitting and/or receiving data via the at least one transport.